

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of

Examiner: Nguyen

Huey

Group Art Unit: 2614

Serial No.: 10/813,974

Filed: March 31, 2004

For: TECHNIQUE FOR ROUTING A CALL TO A CALL CENTER BASED
ON THE GEOGRAPHIC ORIGIN OF THE CALL

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AMENDMENT

SUBMITTED VIA EFS-WEB

Mail Stop AF

Commissioner for Patents

PO Box 1450

Alexandria, VA 22313-1450

SIR:

In connection with the above-referenced application, please enter the following amendments and remarks in response to the final Office Action dated August 31, 2010. An RCE and a Two Month Extension of Time are enclosed.

Amendments to the Claims are reflected in the listing of Claims which begins on page 2 of this paper.

Remarks begin on page 12 of this paper.